

USOE Official IT Policies and Procedures	
Policy: Hardware Policy	Page: 1 of 2
Subject: Hardware Policy	Data Modified: 1-1-2005
Purpose: To communicate to USOE staff USOE policy for the purchase and support of computer hardware, specifically desktop and notebook machines.	

1. The USOE's Computer Service's section will provide specifications for the purchase of all USOE hardware. These specifications will be available from Computer Service's network staff and will be posted on Computer Service's website.
2. Each section can decide when and what level of machine to purchase so long as it meets Computer Service's specifications. Each section is encouraged to consult with Computer Services before such purchases. All such purchases will be initiated by Computer Services. The individual sections will provide the Computer Services accounting technician with bids from approved vendors, but Computer Services will create the purchase order for final approval by the requesting section's coordinator or director. Computer Services will receive delivery of the product, setup the machine for connection to the USOE network, and work with accounting to record all pertinent identifying information in purchasing and inventory files. See accounting procedures for more detail.
3. All sections will be consulted by Computer Services prior to any operating system or other major software upgrades to ensure the section's current inventory of hardware will be able to support the proposed software upgrades.
4. Computer Services will provide full support for USOE purchased hardware. This includes operating system (Microsoft Windows) maintenance and major office productivity tools (Microsoft Office). Computer Services will also provide for the installation and timely upgrade of all USOE approved anti-virus, anti-SPAM and anti-spyware software.
5. Non-USOE machines will not be supported. Likewise, non-USOE machines are not approved for connection to the USOE domain, although they can connect as a guest to the Internet through the USOE wireless network. If an employee brings a non-USOE machine into the USOE and connects wirelessly to the Internet they do so at their own risk and will receive no support from Computer Services. Non-USOE machines are not permitted to connect to the USOE domain.
6. Computer Service will coordinate and otherwise provide for any hardware repairs and upgrades of USOE purchased hardware. All purchases must include at least a three year hardware vendor warranty/support contract.
7. All USOE approved applications and web-pages (custom and commercial) are written or acquired to support the needs of USOE employees, LEAs and the public. Each has some architectural requirements and limitations. Our public facing Web pages are intended to work with most browsers, but there is no guarantee they will work in every environment.

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8. The Computer Service's helpdesk will provide full support for all USOE approved hardware and software. Computer Services will respond to generic questions about connecting to one of USOE's applications or pages, but Computer Services cannot help with technical questions about non-Windows hardware.

9. USOE Computer Services understands there may be isolated instances where a non-Windows computer may be required to perform one's required responsibilities. In such instances, an agency owned Macintosh or other non-Windows computer will be purchased upon approval of the employee's Associate Superintendent.

The following stipulations apply to USOE owned non-Windows computers

- Agency owned non-Windows computers will not be permitted to connect directly to any internal networks or resources (because we do not have the security measures and recourses in place to monitor and maintain the non-Windows computers)
- Non-Windows computers will be allowed on an isolated network such as the guest wireless system and the Mac lab in Curriculum's area in the basement.
- No USOE data will be stored on a non-USOE owned or non-Windows computer at any time.
- USOE network staff will not provide technical support for non-USOE owned or non-Windows computers.

See Related Policies: Confidentiality/Acceptable Use, Security, Software, Network Connections, Power Users.